

Annual Report for Kentucky

# Vocational Rehabilitation

## 2004



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# A Message from Marlene Huff

Statewide Council Chairperson

The Kentucky Statewide Council for Vocational Rehabilitation (SCVR) continues to play an important role along with the Office of Vocational Rehabilitation (OVR) in improving employment opportunities for individuals with disabilities. This has been a year of challenges and change for the SCVR and the OVR. With the Commonwealth facing major revenue shortages, the OVR budget also faced modification. However, with good management and community support, consumers still received the highest level of service.

Working in partnership with the Office of Vocational Rehabilitation, the Council reviewed the state goals and assisted in the preparation of the State Plan. In addition to monitoring surveys, reports, and legislation, we also provided input on and/or made recommendations to OVR this past year in the following ways:

- (1) Continued to support the completion of annual consumer satisfaction telephone survey conducted by the University of Kentucky for the OVR;
- (2) Monitored and provided recommendations to policies developed by OVR personnel;
- (3) Advocated for support to the Kentucky OVR at the national conference of rehabilitation administrators through visits to the offices of Kentucky senators and representatives.

We continue to be encouraged by the dedication and perseverance we see from OVR staff to find gainful employment for individuals with disabilities. After working with OVR, almost 5,000 Kentuckians in 2004 found jobs and are now contributing to the tax base of the state. We are excited about seeing similar results in the future.



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## **New in 2004**

Here are some noteworthy developments that occurred in OVR in fiscal year 2004:

- As part of streamlining efforts throughout state government, the agency underwent a reorganization in 2004. The official designation of the agency was changed from Department to Office and the number of administrative divisions within the agency was reduced from four to two. The agency became a part of the Education Cabinet.
- Bruce Crump, Commissioner of the Department of Vocational Rehabilitation, retired in June after 29 years of loyal service to the agency. Beth Smith became Executive Director of the new Office of Vocational Rehabilitation that same month.

A black and white portrait of Beth Smith, a woman with shoulder-length blonde hair, wearing a patterned jacket and a necklace. She is looking directly at the camera with a slight smile.

# A Message from Beth Smith

Executive Director of Vocational Rehabilitation

Our mission at the Office of Vocational Rehabilitation (OVR) is a simple, but very important one - to assist Kentuckians with disabilities to achieve gainful employment and independence. This is a mission our staff takes seriously and we are all very proud of the progress made during FY 2004.

This year, almost 38,000 Kentuckians began or continued their journey toward employment. Nearly 5,000 ended that journey with a positive employment outcome. These large numbers are a testament to the qualified rehabilitation professionals, support staff, and others working as a team with consumers toward the same goal. We provide the highest quality of service possible to every eligible individual seeking employment consistent with his or her skills, interests, and abilities.

I began a journey of my own this year becoming the first female director of the agency. In my short tenure, I have witnessed great things across the state. I've seen relationships continue to prosper with organizations like the Kentucky Rehabilitation Association, the Association of Persons in Supported Employment and the Kentucky Business Leadership Network, just to name a few. I've seen new businesses take shape under Project ASSET, OVR's supported employment self-employment project. I've met with staff in our local offices and listened to stories of successful consumers who have overcome great challenges. Overall, it has been an exciting and rewarding time.

This annual report highlights several major accomplishments made possible through the commitment and dedication of our staff and partners and the hard work of our consumers. OVR continues to play a major role in Kentucky's One Stop System. We enjoy partnerships with secondary and post secondary education, employment and community rehabilitation programs, mental health centers, and many other organizations that provide services to individuals with significant disabilities.

I want to extend my deepest gratitude to our staff for their efforts during this fiscal year in assisting 4,808 individuals with significant disabilities to obtain or maintain suitable employment. And I want to extend my congratulations to each and every one of those 4,808 individuals for their successes. Our accomplishments are shared by the State Council for Vocational Rehabilitation, legislators, employers and many others. We look forward to another successful year that we trust will result in many Kentuckians with disabilities, especially those with the most significant disabilities, obtaining suitable employment.

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## **More from 2004**

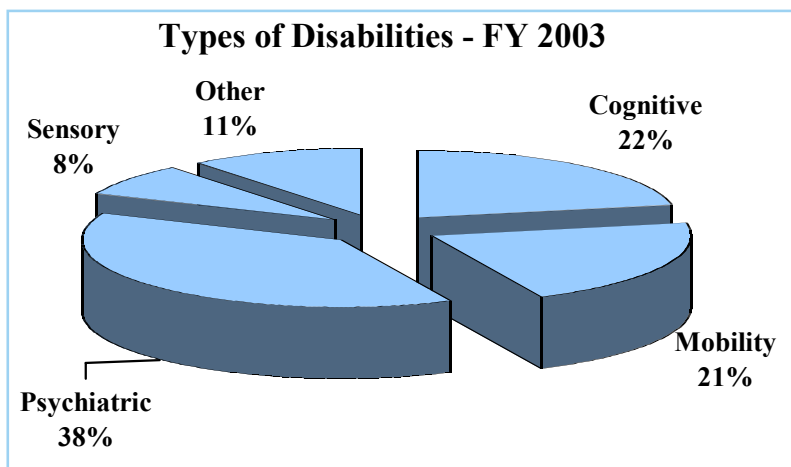
- The Deaf and Hard-of-Hearing Branch continued to expand services to individuals who are deaf with the most significant disabilities, sometimes called deaf-at-risk. It is collaborating with the Arkansas Rehabilitation and Training Center on Services to Persons Who are Deaf and Hard of Hearing to develop a national model to serve this population.
- The agency moved forward in collaborating with the Kentucky Department of Education and regional special education cooperatives around the state in improving transition services.
- The process for upgrading the agency's Case Management System (CMS) software was begun.

# Our Consumers

## Consumers

The Kentucky Office of Vocational Rehabilitation served 35,528 individuals in fiscal year 2004. They were a varied and diverse group.

## Disabilities served



## Ethnic Background

|   |       |
|---|-------|
| Caucasians  | 85.2% |
| African-Americans   | 13.3% |
| Native American, Alaskan Eskimo, Asian-American, Hawaiian or Other Pacific Islander | 0.7%  |
| Hispanic or Latino Origin   | 0.8%  |

## Gender

Male 51.8%  
Female 48.2%

## Age

|             |       |
|-------------|-------|
| Under 20    | 20.5% |
| 20-29       | 29.0% |
| 30-39       | 19.3% |
| 40-49       | 19.7% |
| 50-59       | 9.1%  |
| 60 and over | 2.3%  |

**“The attorneys here at Stoll Keenan have been very complimentary of DeVaul's work.”**

**Jeff Frye**  
Stoll, Keenon & Park  
Lexington



Devaul Martin is employed by Lexington law firm Stoll, Keenon and Park as an assistant in the firm's law library. Devaul's OVR counselor for the deaf (RCD) referred him for job placement. His job placement specialist contacted Anita Briton, one of the firm's senior partners, and a PACE (Preparing Adults for Competitive Employment) site was set up for Martin in November 2003. Devaul proved to be a valuable employee and was hired by the firm in January 2004. In addition to his responsibilities in the library, Devaul does legal research for some of the firm's staff attorneys. Rehabilitation technology helped with mobility issues on the job. A representative from Westlaw, a legal software company, provided several hours of computer training at no cost to the agency.

**“I give a great deal of credit to VR for listening and encouraging me to return to work.”**

**Lloyd Tyson-Rivers**  
Bowling Green



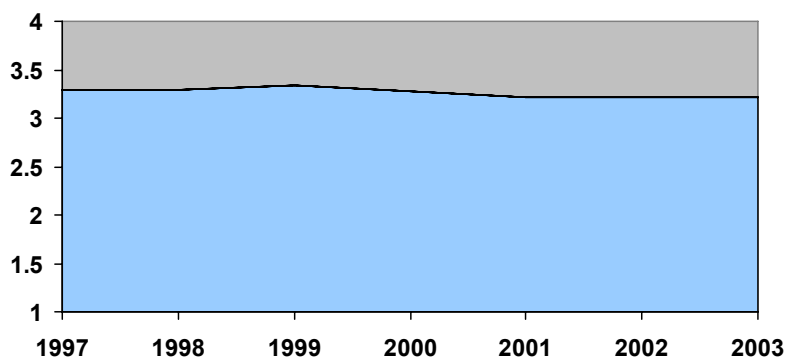
Lloyd Tyson-Rivers came to OVR from New York where he worked in the financial district. He was working across the street the morning of the 9/11 tragedy and witnessed the entire event. Lloyd was diagnosed with depression and post traumatic stress disorder after 9/11. Later his company in New York down sized and he decided to move to Kentucky. After moving, Lloyd contacted OVR and worked with his counselor and job placement specialist on resume writing, interviewing skills, job searches and self esteem building. Because of his numerous computer skills, OVR staff encouraged him to explore working with computers and he is now an independent computer consultant.

## Consumer Attitudes

The annual consumer satisfaction survey of agency consumers commissioned by the Statewide Council for Vocational Rehabilitation again indicated a high level of satisfaction with agency services. On behalf of the Council, the University of Kentucky Research Center surveyed by telephone a random sample of consumers whose cases had been closed in FY 2003. A total of 1,109 consumers were surveyed including individuals who obtained positive employment outcomes and those who had not. More than eight of ten individuals surveyed (83.2%) rated the quality of services they received as 'good' or 'very good.' Nearly nine out of ten (89.6%) said they would return to the agency for further services if needed. Regardless of the outcome of their case, 93.9 percent of respondents felt that they were treated courteously by agency staff.

Through the seven years that the University of Kentucky has conducted the telephone survey, the average rating of overall satisfaction with services has remained remarkably consistent, as seen in the graph below.

**Overall Satisfaction with VR Services**  
On a Scale of 1 to 4; 1=Very Poor, 4=Very Good





# Standards & Indicators

**"Teaching was my life .  
(OVR) was instrumental in  
helping me return to  
work."**

**Vicki Koehler**  
West Kentucky Community and  
Technical College  
Paducah

The Rehabilitation Services Administration (RSA), OVR's federal partner, has established a set of standards for all state programs in terms of performance. It has also established indicators for the standards that represent goals that the states are supposed to meet. Again in FY 2004, the Kentucky Office of Vocational Rehabilitation met or exceeded all of the indicators.

Positive employment outcomes: 4,808 (Target=4,773)

The rehabilitation rate (the percentage of those who received services who became employed): 70.2% (Target=55.8%)

Of those who obtained jobs and were competitively employed, those earning at or above minimum wage: 98.8% (Target=72.36%)

Of those who were competitively employed, the percentage who have significant disabilities: 99.6% (Target=62.4%)

The average hourly rate of those individuals competitively employed and earning at or above minimum wage: \$9.83 (Target=.52% of \$14.58)

Of those who are competitively employed and earning at or above minimum wage, the percentage increase in those who supported themselves when applying for services and those who supported themselves at case closure: 70.9% (Target=53.0%)

The ratio of individuals from minority backgrounds who received services compared to the ratio of whites who received services: .86 (Target=.80)



Vicki Koehler broke her ankle and ruptured two disks in her back during a fall in 2001. During surgery she had a stroke in her spinal column that resulted in a three-month rehabilitation process.

With the assistance of OVR, Vicki was able to return to work as the Director of the Culinary Arts Program at West Kentucky Community and Technical College in Paducah. With the help of her VR counselor and a job placement specialist, Vicki had a smooth transition back into the workforce. OVR provided a walker for mobility and job site modifications to her office.

# Services

**“Because of programs like Project ASSET, consumers have the opportunity to have self-fulfilling careers that match their needs with their abilities.”**

**Margaret Moreland**  
VR Supported Employment  
Bowling Green

Consumers of the Kentucky Office of Vocational Rehabilitation received a large variety of purchased services in FY 2004. Below is a list of the number of consumers who received services.

| Service category                       | Number receiving |
|--|------------------|
| Assessments                            | 9,693            |
| Diagnosis and treatment of impairments | 1,951            |
| Training                               | 8,689            |
| Maintenance                            | 1,965            |
| Services to Family Members             | 23               |
| Transportation                         | 2,133            |
| Computers & Related Technology         | 371              |
| Other Services & Supplies              | 2,361            |

## Supported Employment Branch

The supported employment branch served 1,161 consumers in FY 2004. The branch manager and three supported employment coordinators worked with 65 service providers to insure quality services in all areas of the state. They also continued to develop Project ASSET, the supported self-employment program co-funded by the Kentucky Developmental Disabilities Council.

## Rehabilitation Technology Services

A total of 1,249 consumers received rehabilitation technology equipment and services ranging from adapted computers, ergonomic workstations, home and worksite modifications, and specially customized and fabricated equipment. Two hundred forty-three of those consumers received driver rehabilitation technology services including vehicle modifications. A total of \$2,113,634 was spent for rehabilitation technology equipment for consumers.

## Community Rehabilitation Programs

Forty community rehabilitation programs provided assessment, adjustment and job placement services to 2,603 consumers.

**M**arvin White is the owner of "Marvin's Mushrooms" in rural Madison County. Marvin, who has autism, participated in Project ASSET (Advancing Supported Self-Employment Techniques). Project ASSET is a collaborative effort between OVR, the KY Council on Developmental Disabilities and the University of Kentucky. The project provided the support he needed to fulfill a dream of owning a business on his family farm.





## Job Placement Services and PACE

The agency employs 35 individuals who specialize in job placement. This highly qualified staff develops partnerships with employers to promote the hiring of persons with disabilities. The PACE (Preparing Adults for Competitive Employment) program has become an integral component of job placement services. PACE is a community-based job training program. There are now 13 PACE programs operating across the state. Each program has been designed by the local staff to meet the needs of their community and consumers.

## Transition Services

A total of 9,063 consumers of agency services in FY 2004 had been referred from schools; 2,309 were referred during the fiscal year alone. Agency staff worked to insure a smooth-transition from the schools to the world of work or to post-secondary training.

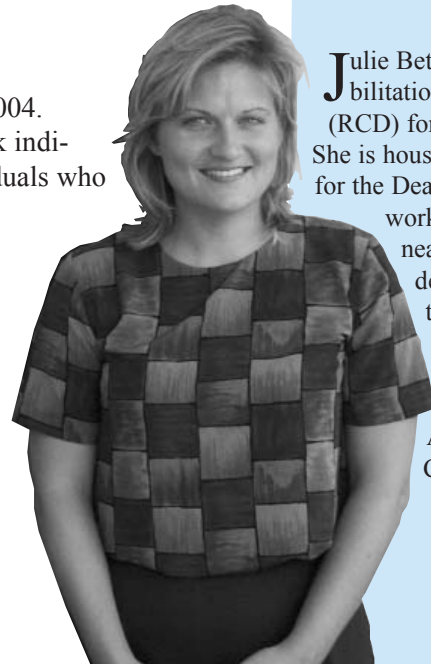
A total of 1,109 students were served by the cooperatively-funded community-based work transition programs. These programs are specially designed to train and place students with the most-significant disabilities into jobs.

## Deaf and Hard-of-Hearing Services Branch

The Deaf and Hard-of-Hearing Branch served 2,814 consumers in FY 2004. The branch continued to develop more specialized service for deaf-at-risk individuals and its joint program with the Office of the Blind to serve individuals who are deafblind received national attention.

**"I believe in three qualities to achieve success. Ability is what you can do. Motivation establishes what you do. Attitude decides how well you do it."**

**Julie Beth Hayden**  
OVR Counselor for the Deaf  
Danville



**J**ulie Beth Hayden has been a rehabilitation counselor for the deaf (RCD) for more than nine years. She is housed at the Kentucky School for the Deaf in Danville where she works with a caseload of nearly 75 individuals who are deaf. Julie Beth is one of ten RCDs employed by OVR and was recently recognized by the Kentucky Rehabilitation Association as the 2004 Counselor of the Year.

**“We look for a positive attitude, a friendly smile and team spirit. Suzanne has thses qualities along with a good work ethic.”**

**Lonnie Ward**  
Supervisor  
Lake Cumberland Hospital  
Somerset

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Suzanne Campbell works in the maintenance department at Lake Cumberland Regional Hospital in Somerset . She came to OVR because of a developmental disability. Suzanne teamed up with an employment specialist who placed her on a PACE site at the hospital. During her initial PACE time, her supervisor was very impressed with her work and offered her a permanent job. She says she loves her job and her supervisor says he wishes he had more Suzannes.



## Positive Employment Outcomes

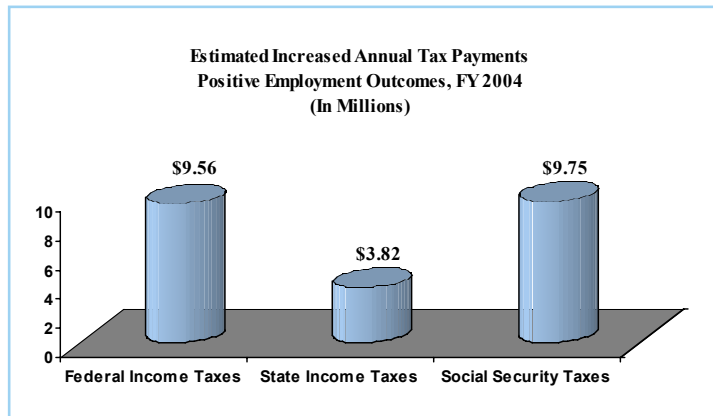
In FY 2004, 4,808 consumers of the Kentucky Office of Vocational Rehabilitation obtained jobs through the services they received from the agency. Those 4,808 consumers earned an estimated \$84,827,423 annually in wages. This represented an increase in income from their time application with the agency of \$63,716,173. A total of 910 (18.9%) of these individuals were Social Security recipients. Their employment reduced their dependency on those benefits.

The 4,808 consumers were employed in the following occupations:

|                                   |       |       |
|-----------------------------------|-------|-------|
| Professional/Technical/Managerial | 1,031 | 21.4% |
| Clerical/Sales                    | 1,036 | 21.5% |
| Service                           | 1,244 | 25.9% |
| Agricultural/Forestry/Sales       | 93    | 1.9%  |
| Processing                        | 199   | 4.1%  |
| Machine Trades                    | 201   | 4.2%  |
| Benchwork                         | 234   | 4.9%  |
| Structural Work                   | 339   | 7.1%  |
| Miscellaneous                     | 431   | 9.0%  |

## Taxes Generated

Based on their prospective annual income, the 4,808 consumers who obtained or maintained jobs would pay the amounts below in increased tax payments in a year.



## Outcomes by District

The 4,808 consumers who obtained or maintained jobs were located in all areas of the state.

| District                               | #   |
|--|-----|
| Paducah                                | 209 |
| Madisonville                           | 213 |
| Owensboro                              | 254 |
| Bowling Green                          | 347 |
| Louisville                             | 343 |
| Elizabethtown                          | 278 |
| Frankfort                              | 250 |
| Florence                               | 395 |
| Lexington                              | 366 |
| West Liberty                           | 415 |
| Harlan                                 | 235 |
| Ashland                                | 367 |
| Whitesburg                             | 190 |
| Bluegrass                              | 476 |
| Middletown                             | 398 |
| Rehabilitation Counselors for the Deaf | 72  |

**“This company serves as an excellent role model in our area and we are very pleased to recognize this outstanding employer.”**

**Cheryl Martinez**  
VR Job Placement  
Florence

For many years, the Northern Kentucky area Kroger Company has consistently demonstrated a commitment to hiring, training and retaining employees with disabilities. This company has worked with VR school-to-work transition programs as well as local supported employment providers. The local store managers and district manager have been the driving force in implementing these successful partnerships. Local management and staff work closely with OVR trainees/employees and agencies often adapting work schedules, work assignments and providing additional accommodations as needed. The Kroger Company, Northern Kentucky area, has also been recognized by the Northern Kentucky Human Resources Association as an outstanding employer through their annual EmployAbility awards.



Steve Hils & Thomas Rinner, Northern Kentucky area Kroger Company

**"I'm very thankful for everything I've learned here. I hope I can help someone the same as others have helped me."**

**Abdul Sammad**  
CDPCRC  
Thelma

# The Perkins Center

Celebrating its 31st year of service to rehabilitation consumers and named for the long-time U.S. Congressman from the area, the Carl D. Perkins Comprehensive Rehabilitation Center provided intensive services and vocational training services to 1,263 consumers in FY 2004. Most of the individuals served by the Center are residents there for extended periods of time. The Center offers the following training programs to consumers of the agency:

- Automobile Lube and Detail
- Child Care
- Cosmetology
- Offset Printing
- Food Service
- Building Maintenance
- Materials Management
- Retail Sales
- Small Engine Repair
- Driver Education
- Work Adjustment

It also provides the following services:

- Vocational assessment
- Occupational therapy
- Physical therapy
- Speech therapy
- Assistive technology
- Residential & Medical housing
- Psychological counseling
- Interpreter services
- GED Test Preparation & the External Diploma Program
- Therapeutic Recreation
- Transportation services to OVR consumers
- Behavior management

## New in FY 2004

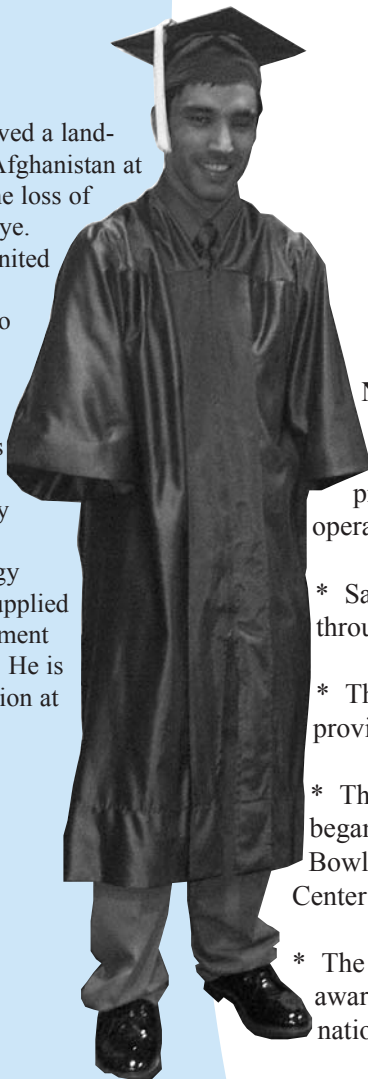
\* The Center opened its retail sales program. Accompanying the opening of the program was the opening of the "Court Yard Gift Shop," a small retail store that is operated by students.

\* Satellite television service is now available to dorm residents. The cost is paid through revenue generated by the Student Government Association.

\* The Center continued service enhancement toward deaf/hard-of-hearing consumers by providing American Sign Language (ASL) classes to staff through its staff interpreter.

\* The vocational evaluation staff at the Center, using video conferencing technology, began remote vocational assessment testing in November 2003 at OVR offices in Bowling Green and Pikeville. The video conferencing equipment was provided to the Center through a grant.

\* The Center's vocational training unit achieved candidate status for program quality awarded by the Council on Occupational Education (COE) in the fall of 2003. COE is a nationally recognized accrediting agency that reviews skill-training programs.



# Impact on Kentucky

## Federal Contribution

As a federal-state match program, the vocational rehabilitation program brings a substantial amount of federal dollars into the Commonwealth. In FY 2004, the Kentucky Office of Vocational Rehabilitation received \$42,486,600 federal dollars to operate its programs.

## Salaries and Wages

The Kentucky Office of Vocational Rehabilitation paid out \$21,415,000 in salaries, wages and benefits to 464 state employees. The agency not only provided valuable jobs to the Commonwealth, but these employees spent their income on Kentucky goods and services.

## Purchased Services

Many of the services provided to the consumers of the Kentucky Office of Vocational Rehabilitation are purchased from Kentucky service providers, educational institutions and vendors further stimulating the state's economy. In FY 2004, OVR purchased goods and services for its consumers worth \$24,930,837. As can be seen by the list below, the bulk of services purchased were in the area of training.

### Expenditure Category

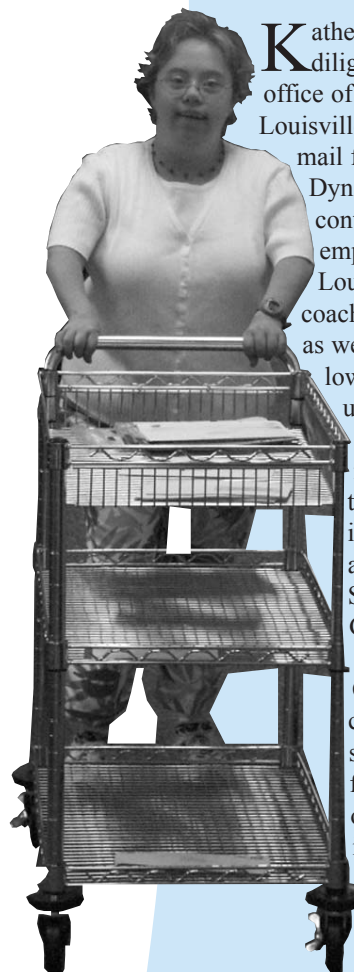
Assessments  
Diagnosis and treatment of impairments  
Training  
Maintenance  
Services to Family Members  
Transportation  
Computers & Related Technology  
Other Services & Supplies

### \$ Spent

\$3,541,029  
\$1,564,429  
\$14,216,552  
\$621,635  
\$25,878  
\$305,155  
\$413,662  
\$4,242,497

**"My job means  
everything to me."**

**Katherine Scholtz**  
Cingular Wireless  
Louisville



Katherine (Kat) Scholtz works diligently for the corporate office of Cingular Wireless in Louisville. Kat takes care of the mail for both General Dynamics and Cingular. OVR contracted with a supported employment provider in Louisville to provide job coaching and work adjustment, as well as help in developing a low-cost system for her to use in sorting mail. Kat has worked for Cingular for nearly four years. In addition, she is a swimming instructor for the YMCA, a two-time medallist at the Special Olympics World Games and a global messenger for Special Olympics. Although Kat's case was closed in 2000, she continues to benefit from the annual allotment of \$200,000 OVR receives in state general funds for long-term supported employment.



# Statewide Council for Vocational Rehabilitation

## **FUNCTIONS**

The Statewide Council for Vocational Rehabilitation has a partnership role with OVR. The council is charged with conducting a review and analysis of program effectiveness and consumer satisfaction. Additionally the council, in concert with the Office identifies a pool of persons qualified to be impartial hearing officers.

## **MEETINGS**

Dates, times and locations of quarterly meetings are posted on the web at [ovr.ky.us](http://ovr.ky.us)

## **CONTACT**

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(888) 420-9874 (TTY)

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Louisville

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**Danny Belcher**  
Preston

**Roland Blahnik**  
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Midway

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**Jan Day**  
Louisville

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**Kathryn McGee**  
Edgewood

**Derrick Meadows**  
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**J. Carl Metz**  
New Castle

**Benjamin Richmond**  
Louisville

**Angela Slaton**  
Frankfort

**Beth Smith**  
Frankfort

**Richard H. Smith**  
Middlesboro

**Carolyn Wheeler**  
Lexington

**George Warren, Co-chair**  
Henderson

## **CENTRAL AND DISTRICT OFFICES**

### **Central Office**

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**(606) 928-2239 (V/TTY)**  
**(877) 526-1897 (Toll free)**

### **Bowling Green**

**(270) 746-7489**  
**(800) 443-6055 (Toll free)**  
**(800) 246-6193 (TTY)**

### **Danville**

**(859) 239-7885 (V/TTY)**  
**(800) 795-8481 (Toll free)**

### **Elizabethtown**

**(270) 766-5121 (V/TTY)**  
**(866) 883-0001 (Toll free)**

### **Florence**

**(859) 371-9450**  
**(859) 371-0803 (TTY)**

### **Frankfort**

**(502) 564-7629 (V/TTY)**  
**(888) 640-0134 (Toll free)**

### **Harlan**

**(606) 573-3890 (V/TTY)**

### **Carl D. Perkins**

### **Comprehensive Rehabilitation Center**

**Thelma (606) 789-1440**  
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**(877) 600-6111 (TTY)**

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**(888) 990-9098 (TTY)**

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**(502) 595-4173**  
**(800) 456-3334 (Toll free)**  
**(888) 325-4180 (TTY)**

### **Madisonville**

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**(888) 640-2713 (Toll free)**

### **Owensboro**

**(270) 687-7308**  
**(888) 640-2811 (Toll free)**  
**(800) 241-5821 (TTY)**

### **Paducah**

**(270) 575-7304 (V/TTY)**

### **West Liberty**

**(606) 743-7978**  
**(800) 440-2530 (V/TTY)**

### **Whitesburg**

**(606) 633-9332**

The Office of Vocational Rehabilitation is an agency of the Kentucky Education Cabinet's  
Department of Workforce Investment.

The Kentucky Office of Vocational Rehabilitation does not discriminate on the basis of race, color, national origin, sex, disability, age, religion or marital status in employment, or provision of services and provides, upon request, reasonable accommodation including auxiliary aids and services necessary to afford individuals with disabilities an equal opportunity to participate in all program activities.

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